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May 1, 2020

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

RE: Inquiry Related to Businesses' Public Utilities Unquantified Bills in  
Arrears Accrued During South Carolina State of Emergency (COVID-  
19); Docket No. ND-2020-12-A

Dear Ms. Boyd:

On April 8, 2020, the Public Service Commission of South Carolina ("Commission") issued Order No. 2020-305 in the above-referenced docket requesting "[c]omments by May 1, 2020, regarding the hardship utility business customers are facing with bills in arrears that accrue during the South Carolina COVID-19 state of emergency." In response to Commission Order No. 2020-305, Dominion Energy South Carolina, Inc. ("DESC" or "Company") hereby submits the following comments to the Commission.

South Carolina, its businesses, and its citizens are battling every day to defeat COVID-19, and through our collective efforts, South Carolina is turning the tide against the virus. DESC is proud to be part of this effort and has instituted measures designed to provide as much assistance as possible to its customers during this difficult time. *See* Docket Nos. 2020-185-EG and 2020-106-A. In addition, through the electric generation annual fuel filing, the Commission has approved DESC's request for a decrease to all customers' fuel cost components of their bills, providing for lower bills starting this month. *See* Docket No. 2020-2-E.

The negative impacts of COVID-19 are far reaching and extend to DESC's commercial and industrial customers. DESC wants to help and believes that direct efforts with individual customers is the most efficient approach.

DESC's large commercial customers as well as its industrial customers have account managers. The Company's account managers communicate directly with

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these customers and are able to address the needs of these customers in real-time. The one-on-one relationship with these large businesses is vital, and DESC can respond quickly and address matters as they arise on a case-by-case basis.

For those smaller business customers who are not assigned account managers and are experiencing financial difficulty, the Company has been encouraging these customers to contact DESC directly to discuss payment arrangement options. These customers can also visit DESC's webpage [www.dominionenergysc.com/for-my-business/save-energy-and-money/small-business-incentives](http://www.dominionenergysc.com/for-my-business/save-energy-and-money/small-business-incentives) which is dedicated to providing information about the Company's Small Business Energy Solutions programs that are designed to assist small businesses with saving energy and money.

In conclusion, DESC is ready, willing and able to help business customers and in furtherance of the Company's commitment to help, DESC will follow this docket closely and read every comment letter filed with the Commission. Rather than waiting for that customer to call us for help, DESC will instead call that customer directly and inform them as to how we can help.

If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



K. Chad Burgess

KCB/kms

cc: Jeffrey M. Nelson, Esquire  
Carrie Grube-Lybarker, Esquire  
(both via electronic mail only)